POSITION OUTLINE

Chief Operating Officer

(1.0 FTE)

Our Vision

A world shaped by love, compelled and informed by the Gospel.

Our Mission

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

Statement of Faith

Models a faith to others that is personally vibrant, Christ-centred, evangelical and deeply shaped by the Scriptures and demonstrates commitment to the doctrinal statement of the College and its evangelical heritage.

Location

This role is based at Laidlaw's Auckland campus. National travel will be required periodically.

Key Relationships

Responsible to: National Principal/CEO

Key Direct Reports:

- Student Experience Co-Leads
- Programme Delivery Lead
- Culture & Community Lead
- Library Manager
- Communications Lead
- HR Lead

Key Relationships:

- National Governing Council
- Runanga
- Student Leaders
- Tertiary Education Commission
- Ministry of Education
- Laidlaw Foundation

Role Purpose

The Chief Operating Officer (COO) leads all aspects of the operations of Laidlaw College. Reporting to the National Principal/CEO, the COO works to ensure that Laidlaw is effective in achieving its vision, mission and its strategic priorities.

The COO works closely and collaboratively with the CEO and Senior Leadership Team to ensure that all parts of the College are aligned to strategic priorities, appropriately resourced to achieve these, and accountable for their performance.

The COO works to ensure that Laidlaw's use of resources is sustainable, and that its business model is secure and adapting to its changing context and opportunities.

The COO ensures that Laidlaw's team are on mission and are flourishing, and that Laidlaw's internal culture reflects its Christian commitments.

The COO is (and seeks to increasingly be) a leader who inspires and grows others in Christ-like leadership, and in the pursuit of 'a world shaped by love, compelled and informed by the Gospel'.

Role Accountabilities

ACCOUNTABILITIES	KEY RESPONSIBILITIES
Strategy and Leadership	• Work with the CEO and College Leadership to set organisational strategies and priorities. • Translate strategy into actionable goals for performance and growth, helping to implement organisation-wide goal setting, performance management, and annual operational planning. • Work with College leadership to ensure that Laidlaw's teams understand clearly the College's operational priorities and are empowered and accountable for achieving these. • Oversee all operational aspects of the College, ensuring the efficient management of all resources.
Partnerships & External Relationships	Alongside the CEO: • Establish and foster healthy partnership with Laidlaw Foundation to ensure the needs and aspirations of Laidlaw College are a priority. • Establish and foster healthy partnerships with the Runanga. • Support senior leaders to strengthen relationships with Laidlaw's partners to ensure that programmes are delivered in ways that serve Laidlaw's mission and strategy • Ensure that college staff engage effectively with church leaders, mission and service agency leaders; community and government leaders and agencies, other

ACCOUNTABILITIES	KEY RESPONSIBILITIES
	tertiary institutions; and with the College's prayer and support constituencies (as relevant to the strategic plan, their roles/expertise). • Ensure college participation in the shaping of tertiary theological education structures and processes nationally so as toto ensure the maintenance and development of the College's mission. • Ensure both the national and international profile of the college is enhanced and protected.
Team management and culture	• Work with the CEO to lead the staff of the College. • Work to foster a collaborative, high-trust, high-performance, high-accountability culture. • Take an active role in attracting, retaining and developing high-performing staff. • Support People Leaders in the effective leadership of their teams, playing an active role in developing People Leaders within the College. • Work with the College Leadership and HR Lead to ensure that Laidlaw grows and sustains best-practice employer processes.
Business model	• Work with the CEO and College Leadership to consolidate and grow a sustainable business model. • Set and achieve targets for Laidlaw's business in line with the College's strategic priorities. • Work to ensure that Laidaw's business is conducted efficiently, is growing in key markets and is future-proofed to risks and opportunities. • Oversee and support a business model that becomes increasingly more responsive to market changes and is adaptable and agile to take advantage of new strategic opportunities.
Delivery	• Oversee the operational delivery of Laidlaw's programmes. • Ensure that Laidlaw's campuses continue to serve the College's needs, including overseeing the operations of each delivery site, and overseeing the development of new sites. • Oversee, help coordinate and plan resourcing for the coherent development of new delivery modes to ensure that Laidlaw continues to be able to adapt to changing market and missional needs.

ACCOUNTABILITIES	KEY RESPONSIBILITIES
Systems and processes	• Support and oversee the analysis of internal operations and identify areas of process enhancement. • In conjunction with appropriate teams and senior leaders, upgrade Laidlaw's legacy systems, and continually improve all systems. • Ensure that contingency and continuity plans are in place to mitigate against disruption to Laidlaw's operations.
Personal	• Grow in Christian maturity. • Grow in leadership competency and capacity, and in intellectual depth and breadth, through reading, study and seeking opportunities for development and mentoring. • Participate in College community life. • Participate in wider Christian and community service, including regular membership of a Christian congregation. • Retain and grow relationships of friendship, accountability and support.

Competencies

Faith Commitment
Models a faith to others that is personally vibrant, Christ-centred, evangelical and deeply shaped by the Scriptures. Demonstrates commitment to the Doctrinal Statement of the College, to its evangelical heritage and to the implementation of its theological Vision and Mission.

Leadership
Is a leader who inspires love, loyalty, enthusiasm, imagination and authenticity in others. Is skilled in exercising leadership in difficult contexts. Leads by example and operates with integrity. Able to foster trust, commitment and enthusiasm for working collaboratively to implement the vision of the College.

Business Acumen
Gives leadership to ensure the College's faithfulness and stability.

Discernment and Analysis
Takes a critical view of all information by probing, evaluating, challenging and exposing any potential issues. Does not accept things at face value but questions concepts, designs, reports and proposals.

Organisational Savvy
In tune with key internal and external factors shaping the College and its operating environment. Knows how to work with key stakeholders, influencers and the internal culture to achieve objectives. Presents arguments in a convincing manner, countering objections and influencing others where appropriate. Identifies areas for competitive advantage, growth and cost reduction and develops strategies to maximise potential advantage.

Decision-making
Consults affected parties, thinks through ramifications and impact, and makes insightful decisions in complex situations.

Relationship Building
Builds trust and respect from and between staff. Able to lead change with strong staff ownership and participation. Engages staff respectfully and fosters the development of strategies and plans collaboratively as far as practicable.

Partnership Development
Has the capacity to create partnerships with people and interact confidently, employing astute interpersonal skills and building trust and respect. Can engage confidently with leaders in academia, government bodies, business, community and church.

Performance Management
Intentionally fosters a culture of high performance, trust, mutual accountability, authenticity and celebration.

Verbal Communication
Communicates effectively and professionally with a tone, format and style well matched to the target audience.

Written Communication
Writes lucid strategic, academic and operational documentation and correspondence. Tailors communication style to the target audience. Handles documentation involving complex, confidential and delicate information with skill and integrity.

Work-Life Balance

Models a balanced life: passionate about the college and its vision, yet maintains self care and personal development, retaining active local church involvement and external interests, being family-oriented, keeping fit, maintaining spiritual devotion, and modelling a work pattern that is sustainable and reasonable.

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS
Educational Qualifications	Affinity with theologically integrated education, which may include a research qualification in a relevant subject area.
Skills/Knowledge/ Experience	**Leadership** Business acumen and ability to effectively manage, lead and supervise a multidisciplinary team **Strategic thinker** Excels in strategic thinking, open to new perspectives and better ways to do things; ability to be creative and manage innovation well **Completion-oriented and results driven** **Financial management** **Decision-making skills** **Ability to delegate effectively** **Communication and Influencing skills** Ability to resolve issues, build consensus among groups of diverse internal/external stakeholders, and have proven skill in negotiating and mediating conflict
Further characteristics	Demonstrated commitment to the development of a tertiary educational community Active involvement in a local Christian community and in Christian initiatives in the wider community Demonstrated understanding and appreciation of the focus of the College as a tertiary theological leadership training environment